Helen Ng 731 28th Avenue San Francisco CA 94121

Aug 30th 2018

Via ECFS Marlene H. Dortch, Secretary Federal Communications Commission 445 12th Street, S.W. Washington, D.C. 20554

Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to 47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1

Dear FCC,

I was with AT&T for more than ten years and they are horrible. We were told that there is no fiber available so we stuck with DSL and until they have fiber they just said our area will not be that fast. Every year they increase the price and the service is so bad. The phone and internet is not working from the first day they installed. Every time I call and I was talking to a machine until holding for half an hour to get to someone to talk to you.

I switched to Soinc few months ago and was so happy with much faster internet and every time I call there is someone answer my question immediately.

Without competitor those big company like AT&T will not provide good service and with fair price.

With today's information and technology every one need broadband and I believe only with competition that customer will have better service and fair price.

Helen Ng